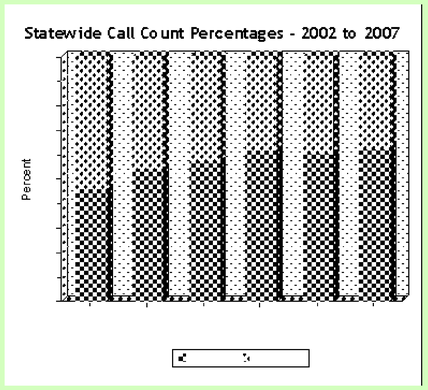
CONNECTICUT 9-1-1

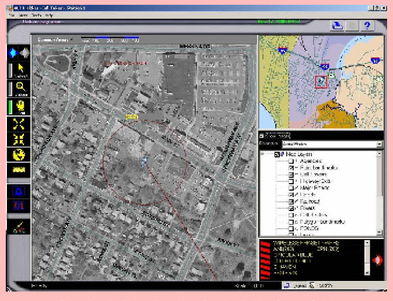
The Steady Increase in Wireless 9-1-1 Calls in Connecticut

THE CHANGING WAY WE CALL 9-1-1

According to the National Emergency Number Association (NENA), an estimated 240+ million calls were made to 9-1-1 in 2006. Of those calls, at least 100 million of them were made by wireless telephone users (approximately 42%). This is a 12% increase from 2000, when 30% of 9-1-1 calls were made with a wireless telephone (forty-five of one-hundred and fifty million calls). In Connecticut, the use of wireless telephones for calling 9-1-1 is even more pronounced, with nearly 63% being wireless in 2007.



9-1-1 WIRELESS CALL TYPES



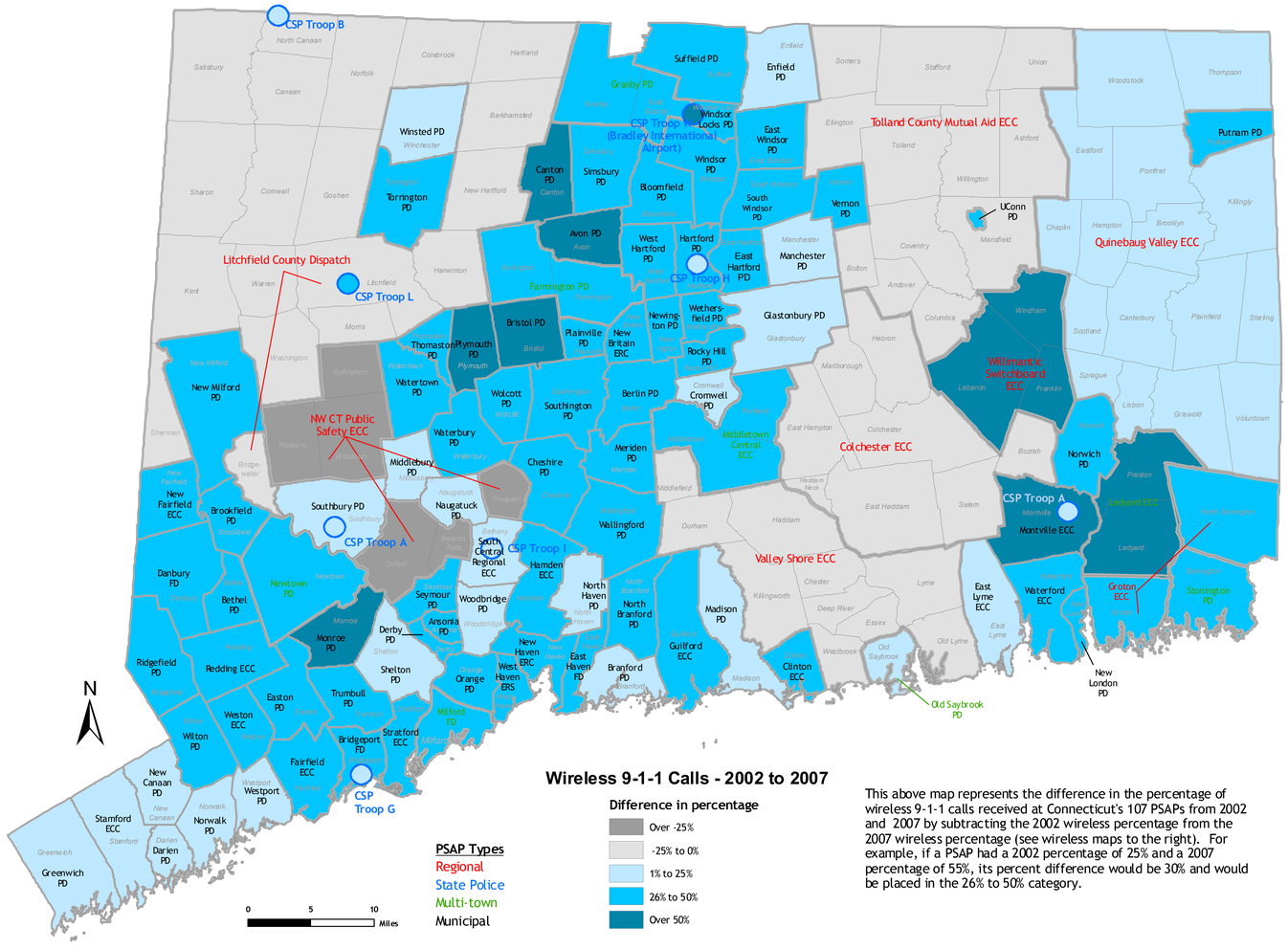
Example of a Phase II wireless 9-1-1 call (Map Screen Only)

Phase 0 - wireless call connects to a Public Safety Answering Point (PSAP). No callback number or location information.

Phase I - For E9-1-1 Phase I, the FCC requires the wireless carriers to deliver to the appropriate PSAP the telephone number of the handset originating the 9-1-1 call (callback number) and the location of the cell site/ sector receiving the 9-1-1 call.

Phase II - For E9-1-1 Phase II, the FCC requires the wireless carriers deliver to the appropriate PSAP the telephone number of the handset originating the 9-1-1 call and the latitude and longitude of the call. The accuracy requirement imposed on the wireless carriers by the FCC varies depending on the location technology used by the wireless carrier.

(Source: www.nena.org)



Wireless 9-1-1 Calls - 2002 to 2007

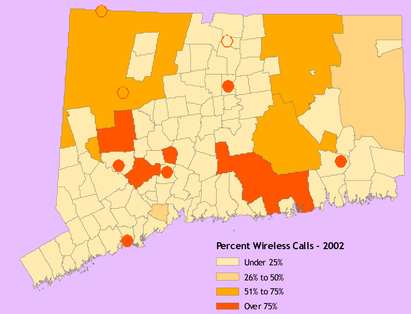
Difference in percentage

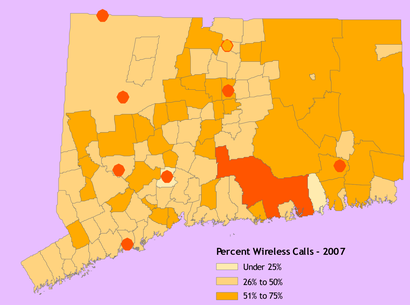
- Over -25%
- -25% to 0%
- 1% to 25%
- 26% to 50%
- Over 50%

This above map represents the difference in the percentage of wireless 9-1-1 calls received at Connecticut's 107 PSAPs from 2002 and 2007 by subtracting the 2002 wireless percentage from the 2007 wireless percentage (see wireless maps to the right). For example, if a PSAP had a 2002 percentage of 25% and a 2007 percentage of 55%, its percent difference would be 30% and would be placed in the 26% to 50% category.

WIRELESS PERCENTAGES BY PSAP

The maps below show the percentage of wireless calls received by each of Connecticut's 107 call centers (called Public Safety Answering Points, or PSAPs) in 2002 and 2007. The majority of these wireless 9-1-1 calls are received by the State Police, Regional and major urban PSAPs, who all handle a good deal of 9-1-1 calls from drivers. For example, State Police Troop G, who patrols I-95 between Greenwich and Branford, had the highest number of wireless 9-1-1 calls in 2007, with roughly 245,000, or over 17% of all wireless calls that year.





IMPORTANT TIP

If you call 9-1-1 on a cell phone, your location may not automatically display, as it does when calling from most home/business phones.

Be Prepared to tell the 9-1-1 Call taker...

- The location of the emergency - **EVEN IN AN AREA THAT HAS LOCATION TECHNOLOGY**

(Address, street intersection, landmarks, city, county, mile marker, etc.)

- Your cell phone number
- What the emergency is and what type of assistance is needed

(Source: www.nena.org)

WIRELESS 101

What are wireless telephones?

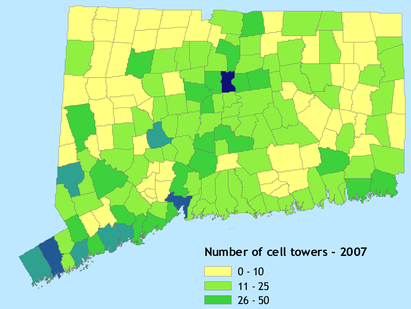
Wireless telephones are hand-held phones with built-in antennas, often called cell, mobile, or PCS phones.

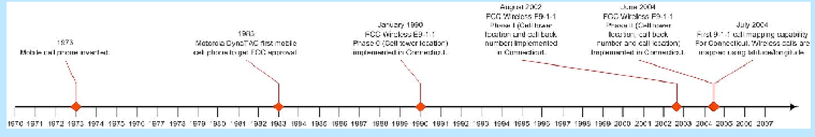
How do they work?

When you talk into a wireless telephone, it picks up your voice and converts the sound to radio frequency energy (or radio waves). The radio waves travel through the air until they reach a receiver at a nearby base station (aka cell tower). The base station then sends your call through the telephone network until it reaches the person you are calling.

When you receive a call on your wireless telephone, the message travels through the telephone network until it reaches a base station close to your wireless phone. Then the base station sends out radio waves that are detected by a receiver in your telephone, where the signals are changed back into the sound of a voice.

(Source: www.fcc.gov)





Prepared by the Office of Statewide Emergency Telecommunications

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Data Sources: OSET, CTDEP, AT&T, NENA, FCC

FOR REFERENCE ONLY